



# Egyptian Area Schools:

## **MEET YOUR CARE COORDINATORS**

**EGYPTIAN**  
AREA SCHOOLS

**CARE COORDINATORS**  
BY QUANTUM HEALTH

Care Coordinators help you and your families get the most out of your benefits while simplifying the healthcare process.



# Care Coordinators

Your resource for expert help with healthcare

You



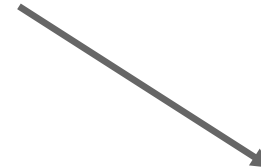
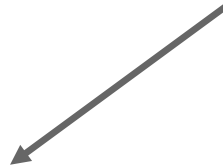
## Care Coordinators

1-855-452-9997

[www.egtrust.org](http://www.egtrust.org)

**EGYPTIAN**  
AREA SCHOOLS

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BY QUANTUM HEALTH



**Your in-network providers**  
(PPO Network)

**Processes your Medical claims**

**Processes your pharmacy claims**  
(Pharmacy Benefit Manager)

*OUTSIDE IL & MO*  
**Network**  
By **aetna**  
Aetna Choice POS II

*INSIDE IL & MO*  
**CMR**  
A Division of Coventry Health Care of Missouri, Inc

 **MERITAIN**<sup>SM</sup>  
HEALTH  
An Aetna Company

**CVS**  
**CAREMARK**



## Turn to your Care Coordinators for help with:

- + Benefits
- + Claims Questions
- + In-network Provider Assistance
- + Patient Advocacy
- + Nurse Support (Chronic and High Risk Condition Management)
- + And More!



# Care Coordinators in action: Member Stories

While Linda was recovering from a broken leg, a Nurse Care Coordinator called to check in. Linda said she was feeling good and described how she was “weaning off” her medication. She would take her prescription pain medicine, wait a few hours, and then take over-the-counter acetaminophen. The nurse knew this was a dangerous drug combination that could potentially damage Linda’s liver. She explained to Linda that she was exceeding the recommended 24-hour dosage of acetaminophen because her prescription pain reliever also contained acetaminophen. Thanks to her nurse’s knowledge, Linda avoided any possible liver damage and resulting treatments.

When Jeff broke his nose, he went to urgent care, and during treatment, they assessed his blood work and discovered he had diabetes. The very next day, he called his Care Coordinators for help understanding how much his urgent care visit and prescriptions would cost. Jeff’s Care Coordinator went beyond just quoting his benefits. She also put him in touch with a Nurse Care Coordinator who could help him understand the instructions from the doctor at the urgent care. Over time, the Nurse Care Coordinator helped Jeff lower his A1c (average blood sugar) and avoid many of the long-term health issues and costs that can result from diabetes.

# Care Coordinators in action: Member Stories

She called me back to help me on an issue and I was not expecting that! Please give Janean all the kudos in the world.

Mimi helped me so much. She answered my questions and was so helpful and kind. When I told Mimi that other Egyptian employees were wondering about their reimbursement, Mimi advised that she could look into this for them also. I wanted you to know how wonderful I think Mimi is!

Mary Kay has helped me out greatly. She deserves a pat on the back because she has been wonderful! Thank you for having employees like her—it was great to have someone like her to talk to.

I just wanted you to know how helpful and knowledgeable Laura was. She did a stand up job and you have one great employee!

My wife's Nurse Care Coordinator, Holly, has been an angel through all of this. I am happy I have a friend I can call upon anytime to help."

# Care Coordinator Website

Visit [www.egtrust.org](http://www.egtrust.org):

- + Find in-network providers
- + Complete wellness activities
- + Check status of claims
- + Request ID cards
- + Chat live with a Care Coordinator
- + Search the new HealthWise Knowledgebase

The screenshot shows the homepage of the Egyptian Area Schools Employee Benefit Trust. It features a yellow background with a pyramid-shaped navigation menu. The menu items include: HOME, ABOUT US, HEALTH PLAN DOCUMENTS, ADMINISTRATIVE FORMS, HEALTH PLAN EMPLOYER NETWORK, ENROLLMENT KIT, HIPAA INFORMATION, NEWSLETTERS, VOLUNTARY BENEFITS, SERVICE LINKS, PARTICIPATING DISTRICTS, AUDITED FINANCIAL STATEMENTS, HEALTHCARE REFORM, and SUMMARY OF BENEFITS AND COVERAGE (SBC). Below the menu, there is a search bar and a section titled "Your Care Coordinators are your single point of contact who will help you understand your benefits, find in-network physicians, reduce out-of-pocket expenses, pre-certify those services requiring pre-certification, and answer claims questions. They help ensure you're getting the most out of your healthcare benefits. You may reach your Care Coordinators at 855-452-9997." At the bottom, there are logos for Healthcare Bluebook and Egyptian Area Schools Care Coordinators by Quantum Health.

The screenshot shows the Care Coordinators website interface. It features a navigation bar with links for "Provider? Click here.", "Call a Care Coordinator (855)452-9997", "Live Chat", and "Email a Care Coordinator". Below the navigation bar, there is a search bar and a "Sign In" button. The main content area is divided into several sections: "Access Your Benefits" (with links for Find In-Network Providers, View Claims, Print/Request ID Card, Add/Change PCP, Forms, Healthcare Bluebook, Filing an Appeal, Referral and Pre-Certification Process, Prescription Drug Program, Teladoc, Vision Services, Optional by District, Dental, Optional by District, Life Insurance Program, and Flexible Benefits, Optional by District), "Get To Know Your Plan" (with links for Plan Documents, Maximize Your Benefits, Primary Doctor, Health Plan News, Care Coordinators, Privacy Policy, and Newsletters), and "Health & Wellness" (with links for Your Incentive Checklist, Healthwise, Health Tips, and July Health Topic). A large banner on the right side features a smiling woman and the text "CARE COORDINATORS" and "Passionate about helping people... starting with you! >". Below the banner, there is a quote: "You guys are great. You have saved me from a million headaches!" - Plan Participant. At the bottom, there is a "MONTHLY HEALTH TOPIC" section and a "See how you can reduce healthcare costs with: Healthcare Bluebook" section. The footer includes contact information, hours of operation, and a security logo.



# Care Coordinators are mobile

## Download the Your Care Coordinators mobile app that lets you:

- + Find in-network providers
- + Access your ID card
- + Check claims information
- + Schedule a call with a Care Coordinator
- + And so much more

Available from the App Store or Google Play™ for use on Apple or Android™ devices. Just search for “Your Care Coordinators.”





**Important notes about your plan**



# Designate a Primary Doctor

## Your Primary Doctor can be a:

- + Family Physician
- + Internal Medicine
- + General Practice
- + Pediatrician (for your children)
- + OB/GYN

When you designate a Primary Doctor, you are choosing a physician who gets to know you and your health over time so that he or she can provide you with the right diagnosis and treatment.

Whether it's providing a referral to a Specialist or preventive care, your Primary Doctor will make sure you get the best care.



# Referrals from your Primary Doctor



Your Primary Doctor will know your medical history, and will help you find the correct specialist:

- + Allergists
- + Dermatologists
- + Urologists
- + Orthopedists
- + Other

**Begin all healthcare events with a call or visit to a Primary Doctor!**

*Patients who “self-refer” to a specialist choose the wrong type of specialist over 60% of the time, resulting in higher cost or delayed care.*

# Procedures requiring pre-certification

- In-patient Admissions
- Skilled Nursing Facility Admissions
- Outpatient Surgery
- Home Health
- Hospice
- Transplants
- Durable Medical Equipment purchases and all rentals **over \$500** per month
- Therapies (Speech, Physical, and Occupational)
- Scans (MRI, MRA, and PET)
- Oncology services (chemotherapy and radiation therapy)
- Dialysis

**NOTE:** Anytime a pre-certification is submitted, you will receive a confirmation letter from your Care Coordinators.



# New ID card

## Front

**EGYPTIAN**  
AREA SCHOOLS

**CARE COORDINATORS**  
BY QUANTUM HEALTH

**MEMBERS:**  
Contact Care Coordinators  
for any healthcare questions:  
1-855-452-9997 [www.egtrust.org](http://www.egtrust.org)



**MEMBER NAME:**

**PROVIDERS INSIDE OF IL & MO**

**ID NUMBER:**



**GROUP NO:**

**PROVIDERS OUTSIDE OF IL & MO**

**MED PLAN:**

**Network**  
By **aetna**  
Aetna Choice POS II

**MED COVERAGE:**

**PATIENT RESPONSIBILITY:**

**Office Visit**

Primary Doctor \$XX  
Specialist w/referral \$XX  
Specialist w/o referral \$XX  
Out of Network Ded., then XX%

**Submit all medical claims to:**  
CMR- PO Box 7121 London, KY 40742-7121  
Emdeon/Electronic Payor ID: 25133

**Submit Mental Health or Chemical  
Dependency claims in IL or MO to:**  
MHNet- PO Box 7802 London, KY 40742

*Aetna participating doctors, dentists and hospitals are independent providers and neither agents nor employees of Aetna.*

## Back

*Possession of card is not a guarantee of benefits.*

**PROVIDERS:** For assistance with patient logistics, benefits and pre-certifications, or to find in-network providers, contact: 1-866-704-5550 or [www.CHC-care.com](http://www.CHC-care.com) or Fax 1-800-973-2321.

**PRE-CERTIFICATION:** The following procedures require pre-certification:

- In-patient Admissions
- In or Out-patient Surgery
- SNF Admissions
- MRIs/MRAs/PET Scans
- Home Health & Hospice
- DME over \$500
- Oncology Therapy
- Therapy Services
- Dialysis
- Transplants
- Residential TX Fac.

**Emergency admissions:** Notify next business day by noon

**CVS**  
**CAREMARK** | BIN#: 004336  
RXPCN: ADV  
RXGRP: RX2739

Pharmacy Helpdesk: 1-800-364-6331  
Member Questions: 1-855-452-9997



Teladoc: 1-800-362-2667 or [www.mydrconsult.com](http://www.mydrconsult.com).

Revised Date: 09/01/15

# Wellness Incentive

## + Plans A, B, C, and E1

- Individual deductible reduced by \$100
- Family deductible reduced by up to \$300

## + HDHP

- Plan paid co-insurance increased by 10%
- For all family members on the Plan



# Wellness Incentive—Requirements

Complete the following requirements to earn incentive:

1. Verify your Primary Doctor
2. Enter biometrics online
3. Complete Wellness Assessment Online



***MUST BE COMPLETED BY  
SEPTEMBER 30, 2015***

Employee participation required for incentive

# Wellness Incentive—Process

**To receive the incentive, complete the following steps:**

1. Go to [www.egtrust.org](http://www.egtrust.org)
2. Click on the Egyptian Areas Schools logo
3. Click on “Your Incentive Checklist” under the Health & Wellness link
4. Log on or register on the site
5. Follow the instructions to complete requirements



**Contact your Care Coordinators**

**1-855-452-9997**

*Monday – Friday,  
7:30 a.m. – 9:00 p.m. CST*

**[www.egtrust.org](http://www.egtrust.org)**